

STEP-BY-STEP THROUGH THE SOUND INSULATION PROCESS

KCIA Program staff will help you throughout the process. You will review written materials, attend meetings, allow site and assessment visits and participate in a two-week period of construction activity in your home.

The Sound Insulation Program Office hours are 8 a.m. - 5 p.m. Monday through Friday and appointments will normally be scheduled during those hours. Some program briefing sessions will be scheduled during evening hours for the convenience of Homeowners. The Sound Insulation Program's main phone number is 206-205-0668. If the Program staff members are not available when you call, please leave a message and your call will be returned as soon as possible.

On the following pages you will learn more about your role (if your home has qualified) including the various documents that you will need to sign so that KCIA may sound insulate your home.

Homeowners will be responsible for participating in each step of the program. There are eight steps to the program as outlined on the checklist below. Please use this checklist to keep track of your responsibilities through the process. Each step is described later in this Homeowner's Handbook.

HOMEOWNER'S RESPONSIBILITIES CHECKLIST

- | | | √ When Complete |
|--|------------|--------------------------|
| 1. Attend Homeowner Briefing | | |
| Date _____ Time _____ | | |
| Location _____ | | <input type="checkbox"/> |
| 2. Submit Signed Statement of Interest and Understanding | | |
| OR Submit Signed Waiver of Participation | Date _____ | <input type="checkbox"/> |
| 3. Complete Assessment and Design Visits | Date _____ | <input type="checkbox"/> |
| | Date _____ | <input type="checkbox"/> |
| | Date _____ | <input type="checkbox"/> |
| 4. Approve Scope of Work | Date _____ | <input type="checkbox"/> |
| 5. Sign Program Contract and Avigation Easement | Date _____ | <input type="checkbox"/> |
| Meet with Contractor and Coordinate Construction Start | | <input type="checkbox"/> |
| 6. Start | Date _____ | |
| 7. Coordinate Final Inspection and Sign Punch List | Date _____ | <input type="checkbox"/> |
| 8. Submit Post-Construction Survey | Date _____ | <input type="checkbox"/> |

Step 1
Attend Homeowner Briefing

KCIA will notify you if your home is qualified. Participation in the program is voluntary and is free to the Homeowner.

You will be invited to attend a Homeowner Briefing, lasting about 1-1 ½ hours. **Please write the day and time of your Homeowner Briefing on your Homeowner's Checklist.** At this briefing, KCIA will explain the Sound Insulation Program goals and procedures for sound insulating your home. Homeowners will be able to view product samples, such as windows and doors that are used in the program and may be installed in your home.

We also will review documents that all Homeowners will need to sign. We will be happy to answer any questions you may have at this meeting. At the end, you should be familiar with the program and your responsibility as a Homeowner.

Please read this Homeowner's Handbook and bring it with you along with your questions about the program.

During the briefing we will cover the following topics:

1. Introduction of Program staff and design team members
2. Description of the process from start to finish
3. Descriptive explanation of noise insulation products
4. On-site display of sound insulation products; i.e., windows, storm door, exterior doors, ventilation system
5. A review of required paperwork and legal documents
6. A question and answer forum

If you cannot attend a scheduled Homeowner briefing, you need to contact the Program Office at 206-205-0668 as soon as possible to make other arrangements to receive a briefing. If we are not available when you call, please leave a message with the following information:

1. Your name
2. Your property's address
3. A contact telephone number
4. The date of the briefing you are unable to attend

Your call will be returned as soon as possible. Inability to attend a briefing or meet with Program staff within a timely period (one-two weeks) will result in your residence being included in a later construction cycle.

Please Note: If your schedule will make you unavailable to meet with us for any three-week period during the process, please choose someone you trust to work with us and act on your behalf. You must sign a Power of Attorney form (see Appendices) and have it notarized.

Step 2

Submit Signed Statement of Interest and Understanding OR Waiver of Participation

To participate, you must sign the Statement of Interest and Understanding form within one-two weeks after being contacted. The form gives KCIA permission to obtain a title report of your property and to develop an architectural plan for reducing interior noise levels within the residence. It also gives us permission to visit your home to determine what is required to lower noise levels and develop a Scope of Work outlining those specifications for meeting the a noise-reduction plan. We will then discuss them with you and ask for your approval.

(If for any reason, you are not interested in participating in the Sound Insulation Program, you will be asked to complete a Waiver of Participation form. A Homeowner can re-enter the program by contacting the Program Office at a later date if FAA funding is available.)

It only takes a few minutes to complete the Statement of Interest and Understanding form.

This document does not require the signature of all legal owners of the property. All legal owners will be required to sign final documents later, once a commitment has been made to sound insulate. If more than one party holds a share of the title to the property to be insulated, Homeowners may choose one person to work with us and sign all documents on behalf of the others. To accomplish this, each party with a share of the title must complete a Power of Attorney form designating one person to sign all documents for this program on behalf of all the title holders.

Share or review any particular items of concern in this handbook with your family, attorney or anyone else you deem appropriate. Please return either the Statement of Interest and Participation form or the Waiver of Participation form to our office within ten (10) business days of the briefing. This will enable us to determine the size of construction bid packages.

After you have signed the Statement of Interest and Participation forms, the Program Manager will order a title report on your property for the purpose of verifying ownership and to determine if there are any other parties with a financial interest in the property.

PLEASE NOTE: If we have not received your signed Statement of Interest and Understanding within ten (10) business days of the Homeowner briefing you attended or received the form in the mail, we will assume you are not interested in proceeding with the program and your residence will be assigned a deferred status. The Program Manager will confirm in writing the Homeowner's request to defer participation in the program.

WAIVER OF PARTICIPATION: Prior to initiation of the final phase of the Sound Insulation Program, all Homeowners who deferred participation in prior phases will be contacted and informed of a final opportunity to participate, subject to funding and/or program limitations at the time. Homeowners will be given a pre-determined number of days from the date of this contact to notify KCIA of their desire to participate in the final phase. Homeowners who do not notify KCIA within this time frame will be automatically withdrawn. KCIA will confirm this withdrawal in writing. Homeowners will have no further opportunity to participate.

Step 3

Complete Assessment and Design Visits

After you have returned your signed Statement of Interest and Understanding form to the KCIA Sound Insulation Office, we will contact you to schedule appointments for the design visits to develop a Scope of Work (architectural plan and specifications) for your home. The KCIA design/engineering team will determine if one, two or three visits are required. Altogether, the team will spend approximately two to three hours in your home recording information needed to recommend how to insulate your home to reduce interior noise.

The sound insulation scope or work will be customized for your home based on its location relative to the airport's flight patterns, proximity to the airport, design of the home, and materials of construction. The design/engineering team will be able to give you additional information about the design process when visiting your home.

Please write the date and time of your evaluation and design visits on your Homeowner's Checklist.

If for some reason you are unable to attend any of the design visits, please notify the Sound Insulation Program Office and immediately reschedule for another date.

PLEASE NOTE: If after signing the Statement of Interest and Understanding form you are not available for the assessment and design visits within the allotted time for this construction bid package, we will assume you are not interested in proceeding with the program. Your residence will then be assigned a deferred status subject to the provisions identified in this handbook.

Design Visits

Design Visits & Architectural Plan: The design/engineering team will meet you at your home (or the property to be sound insulated) to perform a general survey and technical assessment, and to take measurements to prepare a descriptive Scope of Work. Information gathered will enable the team to recommend sound insulation improvements that will reduce interior noise. Any information that you can share with the team about the construction and condition of the home will be appreciated.

Scope of Work: The data obtained from the design visits will be analyzed by the design/engineering team who will create the architectural plan and specifications specifically for your home. These architectural drawings are assembled in a document and entitled Scope of Work. You will be given a copy of your Scope of Work. Read and review this document carefully because it will describe the custom modifications that are about to be made to your property. It may include sound insulation measures described in the section of this handbook entitled Typical Sound Insulation Improvements or it may recommend measures that are slightly different. The Scope of Work will reflect the conditions, size, shape, structure and orientation of your home. It also will factor in the level of noise exposure and existing noise insulation capabilities of your house.

It is important to understand that houses are not exactly the same. Your interior noise levels may vary from those levels inside your neighbor's home, and noise levels can even vary from room to room within your home. Therefore, recommended treatments in your home may be different than those for other residences. The objective of the sound insulation treatments is the same regardless of the type of modifications.

During the design visits, if the design/engineering team finds conditions that may prohibit the application of sound insulation materials, the team may choose to request further inspection by an independent inspector. This inspection will be at NO cost to the Homeowner.

Also, during the design visits, the team will check for "regulated" (hazardous) materials and conditions. If the team suspects asbestos or lead-containing paint, or that any other "regulated" material is present, the team will arrange to have the material tested. Test results (if needed) must be obtained before the design process can be completed. This testing will be at NO cost to the Homeowner.

Regulated materials are removed only in areas that are directly impacted by proposed insulation treatment; and it is probable that regulated materials will remain in the residence after removal of regulated materials in the vicinity of the worksite have been completed. The disposal of regulated materials is regulated locally by the Puget Sound Clean Air Agency (PSCAA) and the Department of Ecology (DOE). Construction contractors are required to comply with all local, state and federal regulations concerning the disposal of regulated materials; and Homeowners are required to disclose (using Form 19) the presence of any regulated materials for future property transactions of the property where the presence of regulated materials is known.

Homeowners may want to re-use windows and doors extracted from their home instead of them being disposed of by the construction contractor. This is permitted by the Program; PROVIDED, there are no windows and/or doors with lead-containing paint involved. Homeowners also may want to contact local vendors who purchase and pick-up recycled windows and doors and Program staff can assist Homeowners by providing them with these vendor's contact information.

The presence of wood-damaging insects may affect participation in the program, as well as acoustical improvements for certain building components. As in the case of pre-existing code violations and "regulated" materials, the program is not authorized to remedy insect infestation or to repair insect-damaged wood. The exception is when there is an infestation of rodents in an attic where construction workers must install insulation materials.

If you have any questions about the design or any of the recommended modifications, be sure to ask the design/engineering team or the Project Manager. During the construction process, it is sometimes necessary to change the Scope of Work due to discovered problems or errors. In this case, a change order will be processed (see inspection/change order section of this Homeowner's Handbook).

PLEASE NOTE: In the event the Scope of Work outlines deficiencies in the structural, mechanical and/or electrical systems of your home that are serious enough to prevent the application of sound insulation materials, the Homeowner must decide between two courses of action:

1. The Homeowner may make the necessary repairs (known as pre-work) to the deficiencies noted in the Scope of Work that, when completed, will allow application of sound insulation materials. These repairs will be at the total expense of the Homeowner.
2. The Homeowner may elect to withdraw from the program.

In any event, all deficiencies (if any) **MUST** be corrected before the design of the insulation package can be completed on your home.

Pre- and Post-Construction Noise Testing

The FAA requires KCIA to perform post-modification noise tests on those houses that were pre-tested for qualification. The FAA and KCIA use the post-modification noise test results to monitor the success of our sound insulation methods. To gather this data, we must test a house twice – once before noise insulation work and again when work is complete. Homes noise tested prior to construction are again tested after the project is completed.

Results from post-modification noise tests are used to determine how much noise reduction has occurred in your home. This is accomplished by measuring the interior and exterior noise levels of a residence. The noise testing method selected is known as “indoor-outdoor” noise reduction testing. Features of this method include:

- Loudspeaker is located inside a habitable room
- Measurements are taken indoors and outdoors
- The NLR is related to aircraft measurements by applying frequency-dependent “adjustment factors”
- “Adjustment factors” are determined from measured acoustical properties of the room tested
- Results include satisfactory statistical validation comparable to earlier KCIA tests

Homeowners are required to be home during the pre- and post-construction noise testing. However, a Homeowner may designate someone to act on his or her behalf by completing the Power of Attorney form in this handbook.

The noise level reduction measurements required by the FAA are computed based on the measured test data and the acoustical conditions of each room. They are used to determine which products, or combination of products, reduce the interior noise level of a residence.

Post-construction noise measurements within these same rooms also are documented for these same residences, then compared and summarized for qualitative evaluation of the effectiveness of products to meet program goals.

Step 4
Approve Scope of Work

You now need to carefully review and approve the Scope of Work which describes in detail what improvements are recommended for your home to mediate interior noise. This document is an attachment to the Sound Insulation Program Contract. You will have up to a week to sign it. When you are satisfied with the recommended sound insulation improvements identified in the Scope of Work, please sign and submit it to the Program Manager. You may drop it by the Program Office or mail it to us. Program Office hours are 8 a.m. – 5 a.m., Monday – Friday.

We will provide you with a copy for your permanent records. KCIA will keep a copy as well.

Do not sign your Scope of Work if you have concerns that are not resolved. Call the Program Office and we will work with you.

Please write the date that you signed the Scope of Work on your Homeowner's Checklist:

PLEASE NOTE: If you do not sign and return your Scope of Work to the Program Office within a week, we will assume you are not interested in proceeding with the program and your residence will be assigned a deferred status subject to the provisions identified in this handbook.

Step 5

Submit Signed Program Contract and Avigation Easement

Congratulations. This is your final step before your home is assigned to a construction bid package.

After you have approved and signed your Scope of Work, the Program Office ask you to sign the Sound Insulation Program Contract and Avigation Easement documents. Both documents must be signed before construction can begin. Signing will commit you to installation of sound insulation improvements contained in your Scope of Work.

If for some reason you are unable to attend this meeting, please notify the Program Office immediately and reschedule for another date.

If you are unavailable for the final signing meeting, we encourage you to designate a person to act on your behalf. If you have already completed a Power of Attorney form, then your designee will be signing the documents.

We will be happy to answer any questions that you have about the Program Contract and Avigation Easement documents. Please understand Program staff members are not legal experts. Before you sign the documents, we encourage you to read and fully understand both, or please consult an attorney if you still have questions. (Sample forms are included in this handbook.) Once the Avigation Easement is signed, it will be recorded with King County Office of Records and will appear on your property title for the life of the property.

After the Program Contract and Avigation Easement are signed, KCIA will include your property in a construction bid package in a group of 5-50 homes. King County Procurement advertises a bid for a construction contractor. Once a construction contractor is selected, the Program Office will notify you with the contact name and company that was the lowest responsible, responsive bidder. After the construction contractor fulfills some King County contract requirements, the Program Office will advise you of the contractor's estimated "start" and "end" dates for construction. The Program Office must first issue a "Notice to Proceed" (NTP) authorizing the contractor to begin construction work at your residence.

PLEASE NOTE: If you are not scheduled for a final signing meeting within two weeks of being contacted by the Program Office, we will assume you are not interested in proceeding and your residence will be assigned a deferred status subject to the provisions identified in this handbook.

Step 6

Meet with Contractor and Coordinate Construction Start

After the legal documents have been signed, the Project Manager prepares 100% architectural documents for bidding your home within a construction bid package. King County Procurement then advertises the bid package as a group with one construction contractor selected applying King County bidding and Program specifications. This process is time-consuming and may take several weeks to accomplish. The construction contractor selected must comply with many federal, state and King County procurement requirements and be determined as the lowest responsible and responsive bidder for award of the contract. Bidders' qualifications are evaluated and once approved, the Program Office will notify the Homeowners of the selected construction contractor.

Several more weeks are needed to provide time for the contractor to identify the specific vendors for ordering windows and doors and submitting shop drawings to the Project Manager for approval. Once the contractor has met all King County pre-construction requirements, the contractor will contact you to conduct final measurements before materials are ordered; and to review the Scope of Work with you. It takes up to 4-6 weeks (sometimes longer) for materials to be shipped and delivered. When the construction contractor visits your home for final measurements, be sure to advise the contractor of any times/dates you have planned for vacations, out-of-country travel, or other events that might affect your availability. Remember that construction takes place in your home over a two-week time period; and the contractor has many other Homeowners to accommodate in the construction schedule. Failure to communicate times/dates that you are not available, may cause a delay for completion of your residence.

In the meantime, the contractor prepares a schedule of all residences to be sound insulated within the construction bid package; and the Program Office notifies each Homeowner of the estimated beginning and ending dates identified for construction at your home. However, before the contractor can actually begin at your residence, the Project Manager inventories all items ordered to determine that the contractor is ready to begin construction.

Please write the start date of your construction on the Homeowner's Checklist.

Step 7

Coordinate Final Inspection and Sign Punch List

The Project Manager, a city inspector, and the Homeowner will conduct a final inspection of each completed residence. Inspections are an integral part of the construction process. These are conducted to ensure that the work is performed correctly, is consistent with the Scope of Work and the contract, meets the Program standards in the contract documents, and that the work completed is consistent with local building codes.

The construction contractor will call to schedule your inspection; and a Homeowner is required to attend. We will strive to always provide 48 hours notice to Homeowners before any visits.

Enter the scheduled inspection dates on your Homeowner's Checklist.

The punch list is the final inspection document. The final inspection will be scheduled after the contractor gives notice that the work is complete. The punch list will be reviewed and signed off by KICA, the Project Manager, the Homeowner and the contractor.

Step 8
Warranty Information Packet

When all the residences within your construction bid package have signed their construction inspection punch lists, Warranty Information packets are compiled that include any regulated materials disposal information, warranty and operating manuals, and a Post-Construction Survey.

We encourage you to review all written information and ask questions about the best care of your new sound insulation improvements.

For follow-up questions about maintenance, Homeowners will contact the construction contractor and product manufacturers directly using the information contained in the packet.

As a final step, KCIA requests Homeowners to complete a Post-Construction Survey form that measures your satisfaction with the Program and the products. A copy of the Post-Construction Survey is enclosed in this handbook.

Enter the date you returned the Post-Construction Survey on your Homeowner's Checklist.

In closing, FAA, KCIA and the Program staff want to thank you for your cooperation and patience throughout this program. We hope that your participation improved the quality of your in-home living experience!